

Job Title: Educational Outreach Coordinator

Reports to: Director of Business Operations

Based at: TeachingBooks.net office, Madison, WI

Time Commitment: 40 hours/week



Job Purpose: To clearly and enthusiastically support teachers and librarians with the integration of TeachingBooks.net into a variety of educational environments—by phone, email, leading online training courses, and attending conferences.

Responsibilities and Accountabilities:

- Support existing licenses with a variety of outreach initiatives.
- Lead orientation phone calls with license coordinators and prospects.
- Conduct online professional development sessions (webinars) for customers.
- Provide customer support via email and phone.
- Assist with the development of sales, support, and training materials.
- Assist in the coordination of trade show planning.
- Represent the company at educational trade shows when needed.
- Co-manage and develop departmental processes, as necessary.
- Participate in company-wide meetings.

Required Skills:

- Exceptional written and oral communication skills.
- Comfort talking with educators and presenting in front of a group.
- Interest and willingness to take initiative.
- Ability to manage details with ease.
- Strong organizational skills with the ability to multitask and meet deadlines.
- Attentiveness to data integrity.
- Proficiency in using a variety of software, including Excel, QuickBooks, and Word.
- Awareness that TeachingBooks.net is a small business.

Desired Skills:

- Familiarity with and interest in education, librarianship, and books.
- Familiarity with Adobe InDesign and Photoshop.
- Familiarity and interest in becoming proficient with HTML.
- Experience working in a team environment.

Benefits Include:

- Health insurance
- 401(k) retirement and FSA
- Paid time off
- Paid holidays
- Professional development

Date: 7/23/10